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Dated: 6/23/04 Signature: Joanne Ryan  
(Joanne Ryan)

Docket No.: 99-460 (BBNT-P01-298)  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Troxel et al.

Application No.: 09/630304

Art Unit: 2661

Filed: July 31, 2000

Examiner: V. K. T. Nguyen

For: SYSTEMS AND METHODS FOR  
PREDICTIVE ROUTING

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**AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION**

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**INTRODUCTORY COMMENTS**

In response to the Office Action dated February 25, 2004 (Paper No. 6), please amend the above-identified U.S. patent application as follows. The time period for response has been extended to June 25, 2004, by the accompanying petition for a one-month extension of time.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 13 of this paper.